WECLÒ
THE CLOUD FOR YOUR BUSINESS

Zimbra Mail

> ℹ️ *This document describes the technical characteristics of the service offered and regulates the methods of delivery.*

The e-mail and collaboration service **Zimbra mail** is implemented through open-source technology **Zimbra Collaboration Suite**, currently at version 9.0 and constantly updated to the latest official releases.

Mail, address book, calendar, drive for sharing documents, interactive chat: everything your business needs is just a click away!

PRODUCT OVERVIEW

> ℹ️ *Zimbra is the enterprise-class open-source platform dedicated to the management of emails and Collaboration services.*
> *Leading technology in the digital communications sector for more than a decade, the Zimbra Mail Server is used in 140 countries and successfully applied to companies and public bodies of any size.*
> *For more information visit the official link https://www.zimbra.com.*

Weclò has the honor of introducing the industry-leading open-source technology of Enterprise-class Mail Servers: **Zimbra Collaboration Suite**.

The Zimbra software was born in 2005, as an alternative mail server to the leading proprietary applications in the sector; it expands rapidly due to its outstanding performance and constant attention to data protection and in 2007 it is purchased by the Yahoo! company. Always maintaining the principles of open code essential, Zimbra becomes the property of the global giant VMware, then the company Synacor takes charge of its management and evolution up to the present day.

Currently Zimbra is the most widespread open-source technology in the implementation of email services in more than 140 countries.

Solutions

> ℹ️ *The solutions provided vary according to the configurations chosen during the purchase phase.*
> *The service does not include the purchase and management of the Internet domain.*

The **Zimbra mail** service ensures the exchange of communications and digital collaborations on your company or personal e-mail domain.

You can access your mailbox using a common browser, from a computer or smartphone, or via an e-mail client. IMAP connectivity allows you to read your emails from multiple devices, in maximum security through Antivirus and Antispam technologies.

info@weclo.it

The innovative user interface, easy to use and customizable, guarantees a pleasant and effective experience when reading e-mail messages.

Zimbra mail is available in the following options:

Option	Characteristics
Mail Pro – Smart Enterprise	1 mailbox 30 GB of disk space Webmail access Protocols POP, IMAP, SMTP, SSL Calendar Address book Drive Backup Antivirus and Antispam – Basic Protection Maximum attachment size 20 Mb Daily e-mail flow 500
Mail Pro – Enterprise 4.0	1 mailbox 50 GB of disk space Webmail access Protocols POP, IMAP, SMTP, SSL Exchange Active Sync, MAPI Calendar Address book Drive Backup Antivirus e Antispam – Advanced Protection Maximum attachment size 20 Mb Daily e-mail flow 1000
Mail Pro – Enterprise Enterprise	1 mailbox 80 GB of disk space Webmail access Protocols POP, IMAP, SMTP, SSL Exchange Active Sync, MAPI Calendar Address book Drive Backup

info@weclo.it

	Antivirus e Antispam – Advanced Protection
	Maximum attachment size 20 Mb
	Daily e-mail flow 2000

During the purchase phase you will be asked (or you will be subsequently contacted by our staff) for the company or personal e-mail domain to be associated with your order.

Advantages

> ℹ️ *For the complete list of all the advantages offered by Mail Pro technology, contact our experts by writing to the e-mail address info@weclo.it.*

- **Reliability and Security**: the guarantee of open-source spread all over the world and affirmed for more than a decade in the digital communications sector
- **Extensibility and ease:** in update processes: from 5 to 5 thousand mailboxes, no difference in terms of performance and speed
- **Modern and responsive interface**: the React framework to get the best user experience on every device
- **Zimlet technology**: customizable software for each company using a scripting language dedicated to evolutions and integrations with third-party tools
- **Zimbra Connect**: chat, video, drive and collaboration tools for all users

info@weclo.it

CHARACTERISTICS

The contract stipulated during the purchase of the service on the portal **b2c.weclo.it** has an annual duration.

The following rates refer to the monthly fee, excluding VAT, for each mailbox:

Option	Basic monthly cost
Mail Pro – Smart Enterprise	View
Mail Pro – Enterprise 4.0	View
Mail Pro – Enterprise	View

Requirements

The list of requirements necessary for the correct functioning of the service follows **Zimbra Mail**:

Requirement	Descrizione
Domain	Configuring MX record to associate mail servers **Weclò**

Technical specifications

Below is a list of the technical characteristics of the service **Zimbra Mail**:

Specific	Value
Server	CentOS, Ubuntu
Technology	Zimbra Collaboration Suite, release 9.0 and above
Service type	Software as a Service (SaaS), Cloud
Up-time	99.90% Guaranteed (year)
Backup	Duplicate data every 15 minutes for rapid recovery in case of adverse events
Safety	Data protection through constant updating and verification of applications in use and access in progress

info@weclo.it

STANDARDS AND PROTOCOLS

> ℹ️ *The elements provided are not exhaustive of all the protocols and technologies used by this service.*

Service **Zimbra Mail** uses the following protocols:

- SMTP
- SMTPS
- HTTP
- HTTPS
- POP3
- POP3S
- IMAP
- IMAPS
- XMPP
- LDAP
- LDAPS
- MAPI
- Exchange Active Sync

Service **Zimbra Mail** uses the following third-party technologies and libraries:

- OpenSSL
- MySql / MariaDB
- Ngnix
- SpamAssassin
- PHP
- PostFix
- Apache
- Perl
- Curl

info@weclo.it

SERVICE ACCESS

Log in to **Zimbra Mail** is simple:

Access	Instructions
Webmail	Log in via secure link mail.weclo.it Username: *your e-mail* Password: *provided by our operators*
Mail Client - Mobile	Configure the e-mail application from your smartphone Server Exchange: *mail.your-domain.it* Username: *your e-mail* Password: *provided by our operators* SSL: yes*, brings 443*
Mail client - Desktop	Set up your e-mail application from your computer Incoming Mail POP3 / IMAP: *mail.your-domain.it* SSL: yes Brings POP3: *995* Brings IMAP: *993* Posta in Uscita SMTP: *mail.your-domain.it* Authentication: *yes* TLS/SSL: *yes* Brings SSL: *465* Brings TLS: *587* Username / E-mail: *your e-mail* Password: *provided by our operators*
Outlook - Desktop	Install the Zimbra connector on your computer Server: *mail.your-domain.it* Email address: *your e-mail* Password: *provided by our operators*

info@weclo.it

ASSISTANCE

Technical assistance services are available in the ways described in the table below. The staff of **Weclò** is always at your disposal for any request for information.

Request for assistance	Contact method
E-mail	support@weclo.it
Tickets	Customer service

We guarantee the following minimum levels of assistance, with the aim of continuing to improve our services.

Request for assistance	Guaranteed pick-up / fulfillment times
E-mail	Within 30 minutes
Tickets	Within 30 minutes

Thank you for choosing the services **Weclò.**

info@weclo.it